What is included in this doc? This document contains questions and answers related to Billing and Payouts topic

1. **Question: When will the partner be paid for their marketplace transaction?**

Answer: Payment schedule will primarily depend on two key factors: the type of agreement the customer is on (i.e. EA or non-EA) and whether the purchase is subscription based or usage based. For subscription-based, purchases from EA customers are paid out to partners in the subsequent month following the purchase, regardless of whether the customer has paid yet or not. Payments on non-EA customer purchases are dependent on customer collection, and are paid out to partners in the subsequent month following the customer payment to Microsoft. For example, if a non-EA customer makes a purchase in Month 1, it will get invoiced in Month 2, and if customer pays the invoice in Month 3, then partner gets paid in Month 4. However, if customer pays invoice early (before due date) in Month 2, then partner will be paid in Month 3. For usage based purchases, an extra month is added for payment on EA customer transactions, whereby Microsoft consolidates all previous month usage in the month after the consumption event, and then pays out the partner in the month thereafter. There is no payout schedule impact on usage based transactions by non-EA customers. Customers are still invoiced in Month 2 on previous month usage, and partner will be paid in the subsequent month following the customer payment to Microsoft. Please refer to this article for further details on how payout schedules work in Marketplace: [Payout schedules and processes - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/payout-policy-details)

1. **Question: How can I tell if the customer is on EA or non-EA agreement?**

Answer: There are multiple ways to check whether a customer is on an EA or non-EA agreement.

* In Partner Center Insights Revenue report, Sales Channel field will say Enterprise for EA customers. All other sales channels are non-EA
* The customer billing account ID used in the Private Offer will be 7 or 8 digits if the customer is on an EA agreement. If this billing account ID shows a long string of numbers and letters, the customer is on a non-EA agreement
* In the Earnings Report, if the related invoice number starts with an E then this is an EA customer. If the invoice number starts with a G this is a non-EA customer.

1. **Question: Why is there a discrepancy between what the partner was paid and what the transaction amount was**

Answer: There can be multiple factors why a partner’s payout does not match the transaction amount. When not accounting for the marketplace agency fee that gets deducted from the payout, the most common reason will be due to foreign currency exchange rates. Microsoft Treasury uses a monthly exchange rate at the month of customer purchase to translate the customer’s local currency payment to the partner’s designated payout currency. The offer price is translated using a monthly exchange rate at the month the private offer is first saved in Partner Center. Due to these different exchange rates being used, there could be a difference in what the partner is expecting to receive on the purchase and what they actually receive. For more details on how currency conversion works in the Marketplace, please refer here: [Geographic availability and currency support for the Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-geo-availability-currencies)

1. **Question: Who can the partner ask for advice or consult on bank changes or account changes due to payment issues?**

Answer: Microsoft cannot provide consultation or guidance, but if the partner’s bank is no longer going to support payments, they should consider other options.

1. **Question:** **What if the partner’s currency is not being accepted by Microsoft’s banks?**

Answer: Partner may update their payment instrument to PayPal and/or change their currency in their Partner Center Payment Profile. Once the Payment Profile is updated, we can attempt another payment.

1. **Question: Why is the "estimated monthly payout" not exactly accurate (i.e. shows payment to be received in two months when it should be next month)?**

Answer: The Estimated Payment Month in Partner Center is a standard estimated time frame that is set in the UI in a way that best accommodates multiple marketplace programs. As such, it may not accurately reflect the actual payment month, depending on the program at hand. For example, if your program pays out transactions in the month directly following those transactions, then the unprocessed balance will be paid sooner than what is shown in the UI (e.g. July transactions to be paid in August).

1. **Question: Where do customers go if they have questions on their invoice?** Answer: Customers with questions/issues on billing and invoicing will need to open a support ticket in Azure Portal. This ticket will then be routed to the appropriate Invoice Support team for assistance.
2. **Question: The dates shown on the customer invoice do not match the actual subscription dates from the private offer, what is the process to get the invoice dates amended?**

Answer: There is not a way to retroactively amend invoice dates. The Microsoft invoice is system generated based on the actual purchase date and term duration selected on the platform. Note that these dates may differ from the corresponding subscription start/end dates as outlined and agreed upon within the partner contracts signed by the customer within the Azure Portal platform private offer experience. Customers should work directly with the partner to gain supporting documentation on actual contract dates as needed for reconciliation purposes.

1. **Question: How does the customer refund process work?**

Answer: Refunds are systematically processed if customer cancels within a 72 hour window from the time of purchase. If outside this 72 hour window, customer must create a support ticket directly in Azure Portal to request a refund or work with the partner to create the support ticket on their behalf. For customers on Non-EA agreements, all refunds are issued via line-item adjustments on their invoice, with a revised invoice being issued if previously sent. For customers on EA agreements, all refunds are issued via Credit Memos, whereby customer must use the Credit Memo to apply against the unpaid invoice.

1. **Question: My customer needed a credit for an Azure Marketplace service. We aren't able to see their credit in the EA portal. When will it be visible?**

Answer: Credits for Azure Marketplace and Azure Charges Billed Separately cannot be provided in the Azure portal due to a systems limitation. They can only be provided via a credit memo. These credits are not visible in the Azure portal or in Explore.ms.

1. **Question: Who will the Marketplace credit memo be sent to?**

Answer: The credit memo will be sent to the Bill To contact on the enrollment. For Direct enrollments this will be to the customer. For Indirect enrollments this will be the customer's partner.

1. **Question: The customer received a credit memo. How do they use it?**

Answer: The customer or partner can reach out to their local Global Financial Services Credit and Collections team to apply the credit memo.

1. **Question: Why can't the customer get their credit in the Azure portal?**

Answer: Due to a system limitation in the Azure portal Microsoft is unable to process Microsoft credits in the Azure portal. Engineering is working on a solution to this issue.

1. **Question: How can I tell if the customer has paid their invoice yet?**

Answer: You can see the collection status of transactions in the [Revenue page of Partner Center](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Flearn.microsoft.com%2Fen-us%2Fazure%2Fmarketplace%2Frevenue-dashboard&data=05%7C01%7Cfongchasen%40microsoft.com%7C2884ad42364e44bbfec308db0c685390%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C638117414456811393%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=jkP%2FRYNpyQ6AArMp4uRStzNvOvk3VzHUqIU8z1TFeG8%3D&reserved=0).

1. **Question: Is there any way to get paid earlier than the standard scheduled payout date?**

Answer: No, there is not currently a way for partners to get paid outside the standard payout cycle dates.

1. **Question: Is there a way to request an additional transaction gets included in the partner payout?**

Answer: No, there is not currently a way to request additional transactions be included in the partner payout as this is all systematically calculated based on a variety of factors, including transaction maturity date and customer collection.

1. **Question: How can I see what is included in my upcoming payout or in a sent payout?**

Answer: You can use Partner Center Earnings Report to filter by upcoming payout transactions or sent transactions and download the results. For sent transactions, you can filter by payout reference ID to see only those transactions included in a specific month’s payout.

1. **Question: When will I see a transaction moved to Upcoming in Partner Center Earnings?**

Answer: Applicable transactions will move to Upcoming status by the 6th of each month

1. **Question: How do I find out how much withholding tax was deducted from the payout**

Answer: You can use Partner Center Earnings Report to see how much withholding tax was deducted from the partner’s payout, if any. This will be at the very bottom of Earnings Report under the Payments Summary tab where it will display the payment amount and how much withholding tax was deducted.